

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼

HUMAN RESOURCES ENTERPRISE

CUSTODIAL LEADER

DEFINITION

Participates, and leads three or more Custodial Workers, in performing building custodial and sanitation work; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Assists supervisor by instructing employees, answering questions and distributing, balancing and checking work; may make suggestions on appointments, promotions, performance and reassignments.

Issues cleaning supplies and materials to provide for work assignments and control of usage by requisitioning and overseeing their use.

Performs minor repairs to fix and adjust cleaning equipment, furniture and fixtures; performs general maintenance of equipment, replacement of light bulbs and fluorescent light tubes, and similar tasks.

Identifies and conveys maintenance and repair needs to supervisory personnel; observes needs for painting, refinishing and general repair of walls, furniture, fixtures and equipment.

COMPETENCIES REQUIRED

Knowledge of cleaning and sanitizing methods and procedures as they relate to environmental sanitation and safety practices.

Knowledge of the use of chemical cleaning agents and possible hazards as related to environmental sanitation.

Knowledge of the serviceability and care of fabrics and floor materials to include draperies, carpets and/or linen and clothing.

Ability to lead, train and motivate employees.

Ability to read and convey written instructions to employees.

Ability to write and maintain routine records and reports, such as employee attendance, supply usage and repair order slips.

Ability to perform basic arithmetic computations, involving addition and subtraction.

Ability to withstand cold weather while removing snow from walkways.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from high school or G.E.D. and six months of full-time commercial building maintenance experience;

OR

an equivalent combination of experience and education, substituting fifteen semester hours or equivalent of post high school vocational training or coursework for six months full-time work, in commercial building maintenance, housekeeping or laundry services.

Effective Date: 11/98 GRC